

Washington State E911 Advisory Committee

Policy Subcommittee Workshop

February 18-20, 2014

Camp Murray, WA

9:30 am – 4:30 pm

Tuesday, February 18, 2014

Members Attending in Person

Dave Cox, Skamania County, Chair

Amy McCormick, Spokane County, Represents Large Urban Counties-East

Rosalie Parr, Advisory Committee

Joannie Bjorge, Wahkiakum County, Represents Rural Counties-West (Alt)

Deb Flewelling, King County (Alt)

Angie Fode, Adams County, Represents Rural Counties- East (Alt)

Marlys Davis, King County

Steve Romberg, Clallam County, Represents Rural Counties-West

Craig Larsen, Lewis County, Represents Medium Urban Counties-West

Mike Worden, Okanogan County, Represents Rural Counties-East

Kathleen Slaybaugh, Garfield County, Represents Rural Counties-East

Raymond Maycumber, Ferry County, Represents Rural Counties-East (Alt)

Stephanie Fritts, Pacific County, Represents Rural Counties-West

Richard Kirton, Kitsap County, Represents Large Urban Counties-West

Peggy Fouts, Grays Harbor County, Advisory Committee

Jim Quackenbush, Thurston County, Represents Large Urban Counties-West (Alt)

State Office in Attendance

Ziggy Dahl, Bill Peters, Andy Leneweaver, Victoria Walker, Dan Miller, Teresa Lewis, and Kim Mask

Guests in Attendance

Bill Greenup, Washington Military Department-Contracting

Mara Lake, Washington Military Department-Contracting

Dave Cox opened the meeting welcoming everyone and started off with introductions.

November Meeting Minutes

Due to recommended changes, the November minutes were tabled during the January meeting.

The recommended changes were unanimously approved.

The purpose of this meeting was to develop overarching funding policy and modification to the Operations Contract policies.

Memorandum of Agreement Discussions

Salary Survey

- Not all counties have submitted their information. May want to look at FY13 and FY14 separately.
- On the other side, some contracts may not be updated, a suggestion to combine FY13 and FY14 data to get a clean picture.
- Other option is to compare FY13 and FY14 to see discrepancies or inflation.

MOU

- Would need to change language to “Agreement”
- Goal is to allow Operations counties flexibility in spending. If positive results, in the future may use with CPD only counties.
- Objective is to give Operations counties more control and easier reporting.
 - The drive behind this change is Operations counties are not spending all their funding and state office would like to make it easier to accomplish this.
 - This would also provide more funding available for all counties.
- Deliverables will be written into the contract, based on current policies. Spending will be based on policies.
- May need to modify policies to make sure expectations are clear. Anyone who was to review the contract should be able to know exactly what the expectations (Deliverables) were.
- Per Mara (MIL Contracts Office), the previously used boilerplate contract can be used again with added modifications to what the county has agreed to.
- Suggestion to use table from County Contract policy and embed into actual contract
- Suggestion to use fixed operating costs and combine together to align within policies.
- State office reminded this level of control is for the county’s benefit, not the state office. The policies would set the spending limits, which is the same as today.
- Richard Kirton motioned for the use of the following formula:
Basic Service + Approved Equipment Purchases – Local Revenue = Operations Contract
Operations Contract + CPD = Total Contract Amount
 - The baseline will be line items which are not variable (salaries) and adding the variables (training and maintenance) to define what basic service is.

Individual Line Items

- E911 policies define a “basic” level of service. This is determined by the set caps in funding (counties will need at least this much to operate).
- Bill explained the funding structure of how the new contract reimbursement will work.
- Coordinators expressed concern about what Commissioners will do. To avoid this, there will be language preventing misuse of funds. Language was borrowed from contracts that use federal funding and to explain what would happen if counties breached (spend on non-911/ don’t spend). Any state reimbursed monies used for non-WAC eligible items would be considered breach of contract.

- The new contract will free up time in order to visit counties and monitor contracts.
- Policy subcommittee has requested new caps and brought before state office to ask Ziggy to approve.
- Contract's Scope of Work will be revised to state what services will need to be met within the contract. Those items reimbursed will be WAC eligible items only.
- Only shifting of funds will be allowed within sub-categories.
- Counties need to budge within line items with general terms to include expectations.
- Availability to move operating funds within specific categories (Statewide, Basic, and Capital)

Maintenance Costs

- Maintenance caps may need to be fixed so that counties are asking for the correct amount at time of application. Maintenance is defined as preventable maintenance.

Equipment (Capital)

- This would remove specific line items. Counties budgeting for equipment would ask during the application process. This change would allow Teresa more time to review contracts.

Application Process

- Counties will submit to Teresa and request amounts up to pre-determined caps. Teresa works with counties to project revenue and writes up contract accordingly.

Other Issues

- The 60/40 split may not be accurate today; it is more like 70/30. This may need to be adjusted in the future.
- If the group were to come to a consensus on the contract, would like to have the suggested Deliverables included for review by the AAG.
- Language will be included to address IT training; this will be they must attend at least one (1) training/conference which focuses on NG911.

The subcommittee broke out into separate group to discuss maintenance, training, basic operations, and equipment. Each group made the following recommendations.

- Maintenance:
 - Questioned the 10% concept. Does this need to be eliminated? May use statewide average, looking back three (3) years. Language was writing in the deliverables that the counties agree to preform recommended by vendor or best practice. Counties will need to provide documented records.
 - Emergency Repairs – will be accepted outside established intervals but counties may be responsible if not kept up to standard or IT not trained sufficiently.
- Training:
 - Reviewed capped amounts. Due to Next Generation, only 25% of funds can be moved and one (1) course must be NG based.

- Equipment:
 - Since all equipment has different life cycles, to make it consistent, they have been changed to a 5-year life cycle. This is a recommended life cycle, not a replacement cycle.
- Basic Services:
 - Listed out actions performed by each position requesting salary reimbursement.
 - 911 Coordinator Salary –Operates and monitors the county’s E911 system within the state’s E911 system, assures 911 dialing is operational within county. Attends AC Committee attendance (50% of AC meetings per fiscal year). Attends all (3) Coordinator forums per fiscal year. Cooperate with and freely participate in monitoring or evaluation activities by the State 911 office and Auditor. Maintenance of records for 6 years after grant closure
 - MSAG/Mapping/GIS Coordinator Salary - Maintenance of MSAG, maintenance of 911 maps/GIS, progress toward and maintenance of MSAG-Map synchronization.
 - IT Coordinator Salary - Equipment/software (CPE, CAD, Net Clock, network, network security), participate in the selection and/or installation of equipment, equipment/software maintenance (preventative and failure recovery) maintenance, training in support of systems used by 911.
 - Call Receiver Salary – Time must be 50% or more spent on call receiver duties.
 - Public Education Coordinator Salary – Participate in state 911 Pub Ed training/meetings, conduct various public 911 presentations to various audiences, participation in state 911 Public Education campaigns.
 - Training Coordinator Salary – Ensure successful participation and completion of training and continuing education; participate in state 911 training coordinator meetings, organize new hire training and continuing education.

There was discussion on the Call Receiver certification process. This is not a requirement at this time. Statewide legislation will be a challenge, but could make it a contractual requirement.

Wednesday, February 19, 2014

Members Attending in Person

Dave Cox, Skamania County, Chair
 Steve Romberg, Clallam County, Represents Rural Counties-West
 Rosalie Parr, Advisory Committee
 Deb Flewelling, King County (Alt)
 Amy McCormick, Spokane County, Represents Large Urban Counties-East(Alt)
 Marlys Davis, King County
 Mike Worden, Okanogan County, Represents Rural Counties-East
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Richard Kirton, Kitsap County, Represents Large Urban Counties-West
Peggy Fouts, Grays Harbor County, Advisory Committee
Jim Quackenbush, Thurston County, Represents Large Urban Counties-West (Alt)

State Office in Attendance

Bill Peters, Teresa Lewis, and Kim Mask

Guests in Attendance

Dawn Cortez, Attorney General's Office
Bill Greenup, Military Department-Contracting
Mara Lake, Military Department-Contracting

Dave Cox gave update to what was accomplished the day before. Reminded group the goal was to offer counties more flexibility even though the caps are set by policies.

Teresa described what happens during application process and how the contract amount is reached.

Baseline operating costs would be \$623,111, with all the salary caps.

RCW vs. WAC vs. internal policies: Dawn Cortez expressed concern that the policies are being used as rules. Policies are not rules or WACs. They are designed to control what others do. She suggested the subcommittee may want to bring others into the conversation, specifically when rule making.

She questioned what belongs in the contract language and what belongs in the policy.

In the contract, item #4: Disputes – According to language it states that there is an agreeance that the terms of this contract apply.

There are two (2) recommended changes to be made to the contract

1. Spell out in the contract exactly what is expected, or
2. Reference policies, but this is not as recommended. Extraneous material is best to be avoided.

Does every deliverable able to get scoped out in the contract? If a generic scope of work, the state could leave itself open for the funds to be raided.

Need to add language for specific flexibility.

Need to come up with consistent language for each element of the deliverables.

If only referencing policies, they may be too vague.

- According to the WAC, the deliverables are very precise.

Four Categories

- Basic level of Service
- Maintenance
- Training
- Capital Items (Equipment)

Able to move funding between Basic Service, Maintenance, and Training

Cannot move funding from Capital Items

For FY2015 contract period, create a NG specific training plan.

All training moved under CPD.

Bill suggested developing a form for all counties to use to track maintenance. The state wants to use this to retain information when emergency repairs/replacements are requested. This would ensure proper maintenance was completed and the repair/replacement is not needed due to negligence.

February 20, 2014

Members Attending in Person

Dave Cox, Skamania County, Chair

Rosalie Parr, Advisory Committee

Peggy Fouts, Grays Harbor County, Advisory Committee

Stephanie Fritts, Pacific County, Represents Rural Counties-West

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Bill Greenup, Military Department-Contracting

Dave Cox started the meeting today with introductions and recapped the last two days.

Equipment changes – made replacement schedule standardized and consistent. They were 5-years for phone systems (hardware replacement) and desktops. Laptops were given a 3-year replacement. Due to phone systems are becoming less vendor /hardware specific, replacement can be standardized.

Headsets were left at 1-year replacement. Monitor replacement cannot be anticipated; it depends on the brand.

County Contract Policy – This will need to be changed if the new contract reimbursement format is to be put in place. The statement of what the *baseline funding* should be included in this policy.

Discussion of Supplant Language – Let counties decide the interpretation of this language. How does this affect the county user fees? These may not have to be increased in the future.

